

CrossRef CitedBy Troubleshooting Guide

1. Has "CitedBy" been enabled by CrossRef?

Ask Ina Smith to assist. Check web server log file for clues.

2. Has the plugin been setup correctly?

Ask Ina Smith to assist. The web server log file will report "unauthorised".

3. Have the DOI's been setup correctly?

Check for spaces and ampersands in the DOI. Check web server log file for clues.

4. Is the journal open on the firewall?

The web server log file normally reports "timed out". To check, "ping"

<http://doi.crossref.org> from a terminal once logged into the journal server.

If all the above are correct then ask the plugin author to help. Send the author a copy of the web server log file.

Check the following help page for more details:

http://www.journals.ac.za/index.php/IT-OJS/After_Installation